1. When you create an email, in what section should you clearly state what the email is about?

1 / 1 point

- ○ First line of the email
- ○ Header
- ○ Closing line of the email
- ◉ Subject line

✓ Correct

2. What type of communication allows team members to send a quick informal update on a task?

1 / 1 point

- ○ Virtual meeting
- ○ Email
- ○ Phone call
- ◉ Instant messaging

✓ Correct

3. A project manager schedules a meeting with their team members. What can they include in the description of the meeting to ensure it is structured and intentional?

1 / 1 point

- ○ Team members' opinions of each other
- ○ Stakeholder feedback on the team members
- ◉ The agenda and task priorities of the project
- ○ The budget and timeline of the project

✓ Correct

4. What is a benefit of making project meetings more accessible?

1 / 1 point

- ○ Project managers get to assign more tasks to team members.
- ◉ Team members feel included during the project meetings.
- ○ Project managers will get good reviews and a bonus.
- ○ Stakeholders will provide better feedback for the project manager.

✓ Correct

5. You schedule a daily meeting with team members to review their tasks and the project schedule. What type of meeting would be helpful?

1 / 1 point

- ○ Retrospective
- ○ Project kickoff
- ● Status update
- ○ Stakeholder review

⊘ Correct

6. Which of the following is a best practice when trying to structure your writing in an email?

1 / 1 point

- ○ Avoid including hyperlinks to additional information.
- ○ Combine multiple paragraphs into one large paragraph.
- ○ Put the email's main idea in the last sentence.
- ● Use bullets to make the email easier to scan.

⊘ Correct

7. A project manager presents slides in a meeting and includes closed captioning for each video. How are they practicing inclusivity in the meeting?

1 / 1 point

- ○ They are aiming to impress the stakeholders.
- ● They are helping team members with hearing loss understand what is in the spoken presentation.
- ○ They are speaking fast to get through material quickly.
- ○ They are making the presentation more interesting by including videos.

⊘ Correct

8. What can be done during a meeting to facilitate a more productive meeting? Select all that apply.

1 / 1 point

- ☐ Discourage open-ended and personal questions.
- ☑ Clearly state the meeting's goals at the beginning of the meeting.

⊘ Correct

- ☑ Encourage everyone to participate, including remote participants.

⊘ Correct

☑ Practice active listening and non-verbal communication.

⊘ Correct

9. In what type of meeting does the project manager typically discuss how many tasks have been completed, whether the team is on schedule, and any current issues? 1 / 1 point

- ⦿ Status update
- ◯ Retrospective
- ◯ Project kickoff
- ◯ Stakeholder review

⊘ Correct

10. A project manager wants to review team performance on a project while also celebrating the project's completion. What kind of meeting can they schedule? 1 / 1 point

- ◯ Stakeholder review
- ⦿ Retrospective
- ◯ Project update
- ◯ Project kickoff

⊘ Correct